



New Customer Application

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Anaheim, CA 92807
(714) 716-4656
info@dogdenus.com
www.DogDenUS.com

Dog Den New Customer Application Form

| | | | |
|----------------------|---|------------|--|
| Parent's Name | | | |
| Address | | | |
| City | | | |
| State | | | |
| Zip | | | |
| Cell Phone | | Home Phone | |
| Email | | | |
| How Did You Find Us? | <input type="checkbox"/> Yelp <input type="checkbox"/> Google <input type="checkbox"/> Facebook <input type="checkbox"/> Instagram <input type="checkbox"/> Passed By <input type="checkbox"/> Word of Mouth from <input type="checkbox"/> Other Social Media <input type="checkbox"/> Others | | |

Emergency & Authorized Pickup Contacts

| | | | |
|---------|--|----------|--|
| Name #1 | | Phone #: | |
| Name #2 | | Phone #: | |
| Name #3 | | Phone #: | |

Vaccination Clinic InformationRequired vaccinations: **Rabies, Distemper, Parvo & Bordetella.**

| | | | |
|-------------|--|---------|--|
| Clinic Name | | Phone # | |
| City | | State | |

*****NOTICE*****

Safety is our #1 priority. While we require Rabies, Bordetella and DHPP vaccination for all pets, it does not mean your pet will not contract these viruses while at daycare or boarding. Pet vaccines, like human vaccines, do not give 100% protection against viruses. Similarly there are no vaccinations against fleas, ticks, and parasites like giardia. Dog Den takes extra safety measures to minimize risks by checking, cleaning, and disinfecting regularly. Additionally, scratches and bruises are not uncommon, especially when pets interact with each other. There are inherent risks to participating in day care or boarding. Please consult a Dog Den manager if you have any concerns of our safety protocols. Some of our safety protocols can be found on the bottom of this document.

I have read and understood the risks associated (please initial)

Pet 1 Information

| | | | |
|--------------------|---|------------------|--|
| Name | | Birthday | |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female | Spayed/ Neutered | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Breed | | | |
| Weight (pounds) | | | |
| Allergy | | | |
| Medication | | | |
| Micro-Chip # | | | |
| Insurance Provider | | Insurance # | |

Pet 2 Information

| | | | |
|--------------------|---|------------------|--|
| Name | | Birthday | |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female | Spayed/ Neutered | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Breed | | | |
| Weight (pounds) | | | |
| Allergy | | | |
| Medication | | | |
| Micro-Chip # | | | |
| Insurance Provider | | Insurance # | |

Pet 3 Information

| | | | |
|--------------------|---|------------------|--|
| Name | | Birthday | |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female | Spayed/ Neutered | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Breed | | | |
| Weight (pounds) | | | |
| Allergy | | | |
| Medication | | | |
| Micro-Chip # | | | |
| Insurance Provider | | Insurance # | |

Pet 4 Information

| | | | |
|--------------------|---|------------------|--|
| Name | | Birthday | |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female | Spayed/ Neutered | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Breed | | | |
| Weight (pounds) | | | |
| Allergy | | | |
| Medication | | | |
| Micro-Chip # | | | |
| Insurance Provider | | Insurance # | |

About Us

Dog Den is a premiere doggy day care and boarding facility located in Anaheim Hills, California. We are here because we know what it feels like to leave your pet home for the day. Here at Dog Den, we want to make that experience for you and your pet as pleasant as possible so that you can both have a good time and a peace of mind no matter where you are.

- **Store Hours**

Monday – Friday: 8AM to 7PM

Saturday: 8AM to 5PM

Sunday: 8AM to 10AM, 5PM to 7PM (Boarding Pickup/ Drop-off Only)

Day Care

We offer half-day and full-day day care for your dogs. Here are a few things to know.

- **1st Day is FREE** – Yup, that is right. For residents within 10 miles, your dog's first day is on us! On the first day we perform a temperament test to make sure Dog Den is a good fit for your dog.
- **Clean and Safe Play Area** – Our play area is one of a kind. Our synthetic grass is suspended 1 inch above the floor so that pet wastes can be washed away.
- **Separate by Size and Energy** – For safety all dogs are separated into different play groups by their energy level, weight, and size. So, no worry about a 40 pound puppy with unlimited energy paired up with a 5 pound senior dog.
- **Air Conditioned** – Our facility is always nice and cool.
- **Health and Temperament** - Daycare and boarding is not for all dogs. Unless, otherwise stated by you, bringing your pet to Dog Den you are implying that your dog is in good health and have not shown any aggression towards other dogs or humans. We will perform a temperament test to make sure they are well socialized and will be a great fit at Dog Den.
- **Vaccinations** - We require all pets to have up-to-date vaccinations before entering Dog Den. While we keep track of your pet's vaccinations, it is the parent's responsibility to make sure their pet's vaccine is up to date at all time. We require 3 Rabies, Bordetella, and DHPP/DHLPP/DA2PP.
- **Daily Activity Updates-** Pictures of your dogs will be sent to you at least once in the morning and once the afternoon!

Overnight Boarding

Regardless of room types, all pet's rooms get cleaned **DAILY** and towels are replaced with new ones. Also, all boarding pets get 4 – 8 hours of playtime. Pets that are on the larger side (40 – 50 pounds) may have more limited play time.

- **Standard Enclosures** – These enclosure measure ~32' x 32". They are constructed completely with stainless steel which makes them easy to clean and sanitize. We provide towels and blanket to make their floors cushy and comfy.
- **Premium Rooms** – These rooms measure 3' x 5' and comes with wood floors. They also come fully equipped with its own lights, ventilation fans and live camera. Not only do the fans give the suite constant fresh air but the white noise allows the dog to have a better sleep. The 2-way live camera (availability limited, to iOS devices) allow you and your pet to keep in touch no matter where you are!
- **Socialization Time Included** – Our overnight guests get at 4 – 8 hours in the play area to exercise and mingle with the other dogs.
- **Meals** – We recommend bringing your pet's own food. You may package them in bulk or individually by meals. We have a refrigerator to store and a microwave to heat up your pet's food. Mealtimes outside of our regular meal times will be charged an additional 2 per meal for additional prep and clean-up. For general food safety, we do not leave the same dry food out for more than 24 hours and wet food for 12 hours, so please prepare accordingly. cups.
- **Medication** – If your pet needs medication, we can administer them at no additional costs. However, we do not do shots.
- **Pick-up/ Drop-off** – Our boarding goes from 12PM to 12PM the next day. If you drop of your pet before 12PM on the day of drop off or pick up after 12PM on the pick up day, there may be a ½ day of daycare charge. However, if you requested an exit bath, late pick up fee will be waived.
- **Special Requests?** – Does your pet prefer to not have group play? Do they have a special treat they like daily? Do they want some 1-on-1 time with our attendants? Let us know and we'll find a way to accommodate!

I have read and understood Dog Den's Services (please initial)

Policies

General

- Dogs must be under 50lbs or can comfortably stay in our standard 3' x 3' kennels.
- Due to our limited space, pets must be under 50lbs or be able to utilize our standard suite even regardless which Dog Den services.
- We are not able to accept dogs with history for seizures or require injections.
- All dogs must pass a temperament test before any services will be rendered. Please allow a 4-hour window for temperament testing. Dogs will receive up to a full day of daycare on the day of their temperament test.
- We require all pets to have flea prevention medication while they are at Dog Den. I will remove my dog from the premises immediately if a flea is found on my pet.

Day Care

- Dogs must be picked up 15 minutes before store closing unless arranged otherwise upon drop off. Otherwise, they will be considered as a "Late Pick Up"
- Late pickup will incur \$10 for every 15 minutes the dog is not picked up. .
- Dogs that are not picked up by closing will be placed into our Boarding program, where standard boarding fees will apply.
- Dogs will remain in our play area during their entire stay. Dogs that require lunches will be placed in separate enclosure during lunch.

Boarding

- Dogs that need to be excluded from group play and need extended kennel hours may result in additional charges. Speak to a Dog Den associate for details.
- We do not currently accept dogs with a history of seizures or injections.
- Dog Den will provide blankets, bowls, and food.
- We highly encourage you to bring your pet's own food. Please make sure you bring a little more than what is needed in case the boarding runs longer than expected.
- We give boarding dogs fresh Dog Den blankets daily.
- Do not bring your own towels, we will provide all towels.
- If you'd like to bring something with your scent, please bring an article of clothing but DO NOT bring towels or blankets
- Dog Den will not have an attendant on site overnight to create a quiet and peaceful environment for the dogs to get a good night's sleep.

Safety Protocols

To keep your pet safe, some of our safety protocol includes:

Pets' Behavior

- All pets must pass a temperament test during the Meet & Greet. No aggressive dogs with aggression issues, such as resource guarding and aggression towards another pet will be allowed.
- Daycare are not made for all pets. Pets with high separation anxiety will be discouraged to come for long daycare hours as it will exacerbate their issues.
- Pets that are humping excessively maybe moved into their room to cool down.
- Puppies and pets with high energy maybe given regular breaks to prevent over exhaustion.

Pets' Health

- All pets must be vaccinated for Rabies, Bordetella and DHPP at all-times.
- Pet that has diarrhea will be secluded from other pets until their stool hardens or we determine it is due to a non-bacterial and contagious factor.
- Pets that are not fixed cannot interact with pets that are not fixed of the opposite gender.

Pets' Environment

- Pets are separated by size, weight, and energy level.
- Shared water bowl in the play area is cleaned every hour.
- Entire play area is power washed every 5 hours.
- Spot cleaning and power washing are done every time a pet goes potty.
- All kennel enclosures will be disinfected before it is used by another pet.
- Boarding pet's enclosures are disinfected and towels are changed daily.

I have read and understood Dog Den Policies & Safety Protocol (please initial)

MEDICAL RELEASE

This is a required form for all **Dog Den US** participants receiving services.

First and foremost the safety and wellbeing of your pet(s) is of the highest importance. Insuring that your pet remains safe and well cared for is our first responsibility and as such we take it very seriously. We do our best to have our pet parents screen for pre-existing health conditions, but some factors may be beyond our control. In the event that a medical emergency arises while a pet is at our facility or participating in a service that we provide it is imperative that we are immediately able to get them medical treatment at the closest available facility. We will call ahead to the veterinary offices in closest proximity geographically to us to insure they can handle the emergency present. Your pet will be rushed to the closest available facility for treatment and you will be notified. We notify the owner after we have secured a medical treatment center for the animal to avoid delays that may be caused by emotion on the part of the owner. Our goal is to get your pet medical attention as quickly as humanly possible, and any distractions may interfere with that process.

For that reason, it is a requirement to have our pet parents sign this form.

I understand that in the event of a medical emergency that **DogDen US**, at its sole discretion, deems to need the immediate attention of a licensed veterinarian, I authorize **Dog Den US** to seek medical attention at the closest available veterinary facility. I further agree that I am financially responsible for any medical treatment my pet(s) receives as a result of a medical emergency while attending services provided by **Dog Den US**.

Select one:

- Whatever it takes.

- Do not treat my dog.

I have read and understood the Medical Release (please initial)

Pet Care Agreement

1. I further understand that **DogDen US** has relied upon my representation that my dog is in good health and has not injured or shown aggression or threatening behavior to any person or dog in admitting my dog for services at their facility.
2. I further understand that their owners, staff, partners and volunteers, will not be liable, financially or otherwise, for injuries to my dog, me or any property of mine while my dog is participating in services provided by **DogDen US**. I hereby release **DogDen US** of any liability of any kind arising from my dog's participation in any and all services provided by **DogDen US**.
3. I further understand and agree that any problems with my dog, behavioral, medical or otherwise will be treated as deemed best by staff of **DogDen US** in their sole discretion, and in what they view as the best interest of the animal. I understand that I assume full financial responsibility and all liability for any and all expenses involved in regards to the behavior and health of my dog.
 4. I further understand that there are risks and benefits associated with group socialization of dogs. I agree that the benefits outweigh the risks and that I accept the risk. I desire a socialized environment for my dog while attending services provided by **DogDen US** and while in their care. I understand that while the socialization and play is closely and carefully monitored by **DogDen US** staff to prevent injury, it is still possible that during the course of normal play my dog may receive minor nicks and scratches from roughhousing with other dogs. Any injuries to my dog will be pointed out by staff upon pick-up.
5. I understand by allowing my dog to participate in services offered by **DogDen US**. I hereby agree to allow **DogDen US** to take photographs or use images of my pet in print form or otherwise for publication and/or promotion.
6. I further understand that I am solely responsible, financially or otherwise, for any harm or damage caused by my dog while my dog is attending any services provided by **DogDen US**.
7. I understand that if my dog is not picked up on time or by a date specified in a separate agreement, I hereby authorize **DogDen US** to take whatever action is deemed necessary for the continuing care of my dog. I will pay (**DogDen US** the cost of any such continuing care upon demand by **DogDen US**. I understand that if I do not pick up my animal, **Dog Den US** will proceed according to the guidelines provided by (California Abandoned Animal Statute) Abandonment of animals by owner; procedure for handling. I also acknowledge that I will be fully responsible for all attorneys' fees and associated costs if I abandon my dog.

I have read and understood the Pet Care Agreement (please initial)

Media Release Authorization

I authorize Dog Den the right to take, edit, alter, publish, distribute, and make use of any pictures or video taken of my pet while in their care. Any image or video taken may be used in and/or for any lawful promotional materials including, but not limited to, flyers, posters, websites, advertisements, social networking sites and other print and digital communications, without payment or any other consideration.

This authorization extends to all languages, medias, formats and markets now known or later discovered.

This authorization shall continue indefinitely. I waive the right to inspect or approve any product in which my pet appears, including written or electronic copy. I understand and agree that these materials shall become the property of Dog Den and will not be returned.

Your dog WILL NOT be able to stay at Dog Den without agreeing to the media release.

By signing below, I agree to adhere to Dog Den’s policies and regulations as stated above in the Medical Release, Pet Care Agreement Flea Preventative, and Media Release Forms.

| | |
|------------------|--|
| Pet Name | |
| Parent’s Name | |
| Parent Signature | |
| Date | |

If you are not able to sign via PDF, this section can be signed at Dog Den at your pet’s first day.